



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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(213) 351-5602

PHILIP L. BROWNING  
Director

August 10, 2012

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

Board of Supervisors  
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From: Philip L. Browning  
Director

A handwritten signature in dark ink, appearing to be "P. Browning", is written over the printed name and title.

**TEENS HAPPY HOME FOSTER FAMILY AGENCY CONTRACT COMPLIANCE  
MONITORING REVIEW**

The Out-of-Home Care Management Division (OHCMD) conducted a review of Teens Happy Home Foster Family Agency (Teens) in September 2011, at which time they had one office supervising 138 placed Los Angeles County Department of Children and Family Services (DCFS) children in 59 certified homes. At the time of the review, the placed children's average length of placement was ten months, and the average age was nine.

Teens is located in the Second Supervisorial District and provides services to DCFS foster youth. According to Teens' program statement, its stated goal is "to maintain minors placed in our homes within their existing support system. In doing so, we maintain the minors' existing attachments that they are familiar and comfortable with. We maintain attachments to birth parents when possible and when appropriate. When birth parents are not available, our goal then becomes centered on developing and maintaining substitute parents. All children must be attached to an adult that is loving, nurturing, and consistently there for them. Without appropriate relationships with adults that are consistent, minors are unable to develop appropriately." Teens is licensed to serve children ages 0 through 17.

For the purpose of this review, 12 placed children were selected for the review. Six placed children were interviewed, as the other six were non-verbal or too young to make a meaningful statement. All 12 sampled children's case files were reviewed. Five certified foster parent files, four discharged children's files, and five staff files were reviewed for compliance with Title 22 Regulations and the County contract requirements.

Three placed children were prescribed psychotropic medication. We reviewed their case files to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

### **SCOPE OF REVIEW**

The purpose of this review was to assess Teens' compliance with the County contract and State Regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, 12 placed children's case files, five certified foster parent files, four discharge files and five personnel files. Five certified foster homes were visited to assess the quality of care and supervision provided to children and we conducted interviews with the children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

### **SUMMARY**

During our review, the children interviewed reported feeling safe, having been provided with appropriate services and good care; being comfortable in their environment and treated with respect and dignity.

The deficiencies noted during the monitoring review were related to Certified Foster Homes documentation issues; a few physical plant deficiencies; documentation issues in the areas of Needs and Services Plans (NSPs); the initial and follow-up medical and dental examinations for one child were not timely; and children not being given the opportunity to maintain photo albums/life books. Further, there was no documentation in the reviewed staff files of the minimum one-hour training on child abuse identification and reporting.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to eliminate the documentation issues identified. Overall, Teens was providing services as outlined in its program statement. The foster parents and children interviewed stated that they were provided with good care, support and services, which is evident in the relationships formed between the FFA staff, foster parents, and the placed children.

In conclusion, Teens was receptive to implementing some systematic changes to improve their compliance with regulations and the County contract. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

## **NOTABLE FINDINGS**

The following are the notable findings of our review:

- Of the five certified foster parents' files reviewed, two certified foster parents had not completed training prior to initial certification, and there was no documentation that re-evaluations of the certified foster parents were completed prior to re-certification. In addition, there was no documentation of current CPR/First-Aid certificates for two adults residing in one certified foster home. The Administrator stated that the Agency would ensure that documentation is maintained in the case files.
- Of the five certified foster homes visited, in one backyard, there were many toys strewn around the yard. In one home, there was no dining table. Instead, there was a small table with one chair for seating in the kitchen. In another home, the shower and bathtub were dirty, hallway ceiling was damaged, the carpet in the children's bedroom was dirty and the bedroom was messy. In addition, the standing freezer chest did not have a lock, which could pose a safety hazard to children. Further, the children did not have adequate storage for their clothing as the certified foster parent was using a placed child's dresser to store her adoptive daughter's clothing. The Administrator stated that the Agency would follow-up regarding the concerns. The Administrator reported to OHCMD that the Agency social workers followed-up and the corrections were made.
- Of the 12 placed children's files reviewed, there was no documentation that five of the children were progressing toward meeting the NSP goals; the initial NSPs for six children were not comprehensive and the goals were not measurable or specific. The social workers did not document monthly contacts with the DCFS Children's Social Workers (CSWs). None of the updated NSPs were comprehensive; the goals were not measurable or modified. The Administrator stated that the Agency would provide training to the Agency social workers in preparing the NSPs. Additionally, Teens' representatives attended the NSP training conducted by OHCMD in January 2012.
- Of the 12 placed children's files reviewed, one child's initial and follow-up medical and initial dental examinations were not timely. The Administrator stated the Agency would make efforts to ensure that children receive timely examinations.
- Of the 12 placed children's files reviewed, none of the children were encouraged and assisted in creating and maintaining their photo albums/life books. The Executive Director stated that the Agency would purchase photo albums and distribute them to the certified foster parents.

- Of the five staff files reviewed, four did not contain documentation of minimum one-hour training in the area of child abuse identification and reporting.

The detailed report of our findings is attached.

### **EXIT CONFERENCE**

The following are highlights from the Exit Conference held December 6, 2011.

#### **In attendance:**

Beautina Robinson, Executive Director, Jackie Smith, Administrator, Teens Happy Home FFA and Greta F. Walters, Monitor, DCFS OHCMD.

#### **Highlights:**

The Agency representatives stated that they agreed with the findings, and that the Agency would make corrections to improve its compliance with Regulations and the County contract.

Teens Happy Home FFA submitted an approved written CAP, which addressed each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RRS:KR  
EAH:Nf:gfw

#### **Attachments**

c: William T Fujioka, Chief Executive Officer  
Wendy Watanabe, Auditor-Controller  
Public Information Office  
Audit Committee  
Beautina Robinson, Executive Director, Teens Happy Home FFA  
Jean Chen, Regional Manager, Community Care Licensing

**TEENS HAPPY HOME FOSTER FAMILY AGENCY MONITORING REVIEW  
SUMMARY**

**6801 S. Western Avenue  
Los Angeles, CA 90047  
License Number: 197805780**

	<b>Contract Compliance Monitoring Review</b>	<b>Findings: September 2011</b>
I	<p><b><u>Licensure/Contract Requirements</u></b> (6 Elements)</p> <ol style="list-style-type: none"> <li>1. Timely Notification for Child's Relocation</li> <li>2. SIRs Documented and Cross-Reported</li> <li>3. Runaway Procedures</li> <li>4. Community Care Licensing Citations, Out-of Home Care Management Division Reports on Safety and Physical Deficiencies</li> <li>5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training</li> <li>6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments</li> </ol>	<p align="center">Full Compliance (ALL)</p>
II	<p><b><u>Certified Foster Homes</u></b> (13 Elements)</p> <ol style="list-style-type: none"> <li>1. Home Study Prior to Certification</li> <li>2. Contact with References/Including Check with OHCMD</li> <li>3. Safety Inspection Prior to Certification</li> <li>4. Timely DOJ, FBI, CACI</li> <li>5. Health Screening Prior to Certification</li> <li>6. Required Training Prior to Certification</li> <li>7. Current Certificate of Approval on File Including Capacity</li> <li>8. Home Inspection/Evaluations for Re-certification</li> <li>9. Completed Training Hours for Re-certification</li> <li>10. CPR/First-Aid/Water Safety Certificates</li> <li>11. CDL/Auto Insurance</li> <li>12. Other Adults: DOJ/FBI/CACI/Other Required</li> <li>13. Transportation</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Needs Improvement</li> <li>7. Full Compliance</li> <li>8. Needs Improvement</li> <li>9. Full Compliance</li> <li>10. Full Compliance</li> <li>11. Full Compliance</li> <li>12. Needs Improvement</li> <li>13. Full Compliance</li> </ol>

III	<b><u>Facility and Environment</u></b> (8 Elements) <ol style="list-style-type: none"> <li>1. Exterior Well Maintained</li> <li>2. Common Areas Maintained</li> <li>3. Children's Bedrooms/Interior Maintained</li> <li>4. Sufficient Recreational Equipment</li> <li>5. Sufficient Educational Resources</li> <li>6. Adequate Perishable and Non Perishable Food</li> <li>7. Disaster Drills Conducted</li> <li>8. Allowance Logs</li> </ol>	<ol style="list-style-type: none"> <li>1. Needs Improvement</li> <li>2. Needs Improvement</li> <li>3. Needs Improvement</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> </ol>
IV	<b><u>Maintenance of Required Documentation and Service Delivery</u></b> (11 Elements) <ol style="list-style-type: none"> <li>1. DCFS CSW Authorization to Implement NSPs</li> <li>2. Children's Participation in the Development of NSPs</li> <li>3. NSPs Implemented and Discussed with Foster Parents</li> <li>4. Children's Progress Towards Meeting Goals</li> <li>5. Timely Developed Initial NSPs with Child</li> <li>6. Comprehensive Initial NSPs with Child</li> <li>7. Therapeutic Services Received</li> <li>8. Recommended Assessments/Evaluations Implemented</li> <li>9. DCFS CSWs Monthly Contacts Documented</li> <li>10. Developed Updated NSPs with Child</li> <li>11. Timely Comprehensive Updated NSPs with Child</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Needs Improvement</li> <li>5. Full Compliance</li> <li>6. Need Improvement</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Needs Improvement</li> <li>10. Full Compliance</li> <li>11. Needs Improvement</li> </ol>
V	<b><u>Education and Workforce Readiness</u></b> (7 Elements) <ol style="list-style-type: none"> <li>1. Children Enrolled in School Within Three Days</li> <li>2. Children Attending School as Required</li> <li>3. Agency Facilitates Child's Educational Goals</li> <li>4. Child's Academic and/or Attendance Increase</li> <li>5. Current IEPs Maintained</li> <li>6. Current Report Cards Maintained</li> <li>7. Agency Facilitates Child's Participation in YDS/Equivalent/Vocational Program</li> </ol>	Full Compliance (ALL)



VI	<b><u>Health and Medical Needs</u></b> (6 Elements) <ol style="list-style-type: none"> <li>1. Initial Medical Examinations Conducted</li> <li>2. Initial Medical Examinations Timely</li> <li>3. Follow-up Medical Examinations Timely</li> <li>4. Initial Dental Examinations Conducted</li> <li>5. Initial Dental Examinations Timely</li> <li>6. Follow-up Dental Examinations Timely</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Needs Improvement</li> <li>3. Needs Improvement</li> <li>4. Full Compliance</li> <li>5. Needs Improvement</li> <li>6. Full Compliance</li> </ol>
VII	<b><u>Psychotropic Medications</u></b> (2 Elements) <ol style="list-style-type: none"> <li>1. Current Court Authorization for Administration of Psychotropic Medication</li> <li>2. Current Psychiatric Evaluation Review</li> </ol>	Full Compliance (ALL)
VIII	<b><u>Personal Rights and Social Emotional Well-Being</u></b> (13 Elements) <ol style="list-style-type: none"> <li>1. Children Informed of Foster Home's Policies and Procedures</li> <li>2. Children Feel Safe</li> <li>3. Satisfaction with Meals and Snacks</li> <li>4. Foster Parents Treatment of Children with Respect and Dignity</li> <li>5. Appropriate Rewards and Discipline System</li> <li>6. Children Allowed Private Visits, Calls and Correspondence</li> <li>7. Children Free to Attend Religious Services/Activities</li> <li>8. Reasonable Chores</li> <li>9. Children Informed About Psychotropic Medication</li> <li>10. Children Aware of Right to Refuse Psychotropic Medication</li> <li>11. Children Informed About Voluntary Refusal of Medical and Dental Care</li> <li>12. Children Participation in At-Home, School, Activities</li> <li>13. Children Participation in Extra-Curricular Activities</li> </ol>	Full Compliance (ALL)

IX	<b><u>Personal Needs/Survival and Economic Well-being</u></b> (8 Elements) <ol style="list-style-type: none"> <li>1. Clothing Allowance</li> <li>2. On-going Clothing Inventories of Adequate Quantity</li> <li>3. On-going Clothing Inventories of Adequate Quality</li> <li>4. Involvement in Selection of Clothing</li> <li>5. Provision of Personal Care Items</li> <li>6. Minimum Monetary Allowances</li> <li>7. Management of Allowance</li> <li>8. Encouragement and Assistance with Life Book</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Needs Improvement</li> </ol>
X	<b><u>Discharged Children</u></b> (3 Elements) <ol style="list-style-type: none"> <li>1. Stabilization of Placement prior to Discharge</li> <li>2. Discharge Summary Completed</li> <li>3. Child Completed High School</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Not Applicable</li> </ol>
XI	<b><u>Personnel Records</u></b> (14 Elements) <ol style="list-style-type: none"> <li>1. DOJ Timely Submitted</li> <li>2. FBI Timely Submitted (After January 1, 2008)</li> <li>3. CACIs Timely Submitted</li> <li>4. Signed Criminal Background Statement Timely</li> <li>5. Education/Experience Requirement</li> <li>6. Employee Health Screening Timely</li> <li>7. Valid Driver's License</li> <li>8. Signed Copies of FFA Policies and Procedures</li> <li>9. Initial Training Documentation</li> <li>10. One-hour Training of Child Abuse Reporting</li> <li>11. CPR Training Documentation</li> <li>12. First-Aid Training Documentation</li> <li>13. On-going Training Documentation</li> <li>14. Social Workers Appropriate Case Ratio</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Full Compliance</li> <li>10. Needs Improvement</li> <li>11. Full Compliance</li> <li>12. Full Compliance</li> <li>13. Full Compliance</li> <li>14. Full Compliance</li> </ol>



**TEENS HAPPY HOME FOSTER FAMILY AGENCY  
CONTRACT COMPLIANCE MONITORING REVIEW**

**6801 S. Western Avenue  
Los Angeles, CA 90047  
License: 197805780**

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the September 2011 monitoring review.

**CONTRACTUAL COMPLIANCE**

Based on our review, Teens was in full compliance with five of 11 sections of our contract compliance review: Licensure/Contract Requirements; Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/ Emotional Well-Being and Discharged Children. The following report details the results of our review.

**CERTIFIED FOSTER HOMES**

Based on our review of five certified foster parents' case files and/or documentation from the provider, Teens was in full compliance with 10 of 13 elements reviewed in the area of Certified Foster Homes.

We noted that there was no documentation that two certified foster parents had completed initial training prior to initial certification. There was no documentation that re-evaluations of the certified foster parents were completed prior to re-certification. In addition, there was no documentation of current CPR/First-Aid certificates for two adults residing in one certified foster home. The Administrator stated that the Agency would ensure that documentation would be maintained in the case files.

**Recommendations:**

Teens' management shall ensure that:

1. Initial required training is completed before initial certification.
2. Re-evaluations are completed of certified foster parents prior to recertification.
3. All adults residing in certified foster homes participate in CPR/First-Aid training; and certificates of completion maintained in certified foster parent case files.

### **FACILITY AND ENVIRONMENT**

Based on our review of five certified foster parents' homes, Teens was in full compliance with five of eight elements reviewed in the area of Facility and Environment.

We noted that in one backyard, there were many toys strewn around the yard. In one home, there was no dining table. Instead, there was a small table with one chair for seating in the kitchen. In another home, the shower and bathtub were dirty, hallway ceiling was damaged, the carpet in the children's bedroom was dirty and the bedroom was messy. In addition, the standing freezer chest did not have a lock, which could pose a safety hazard to children. Further, the children did not have adequate storage for their clothing as the certified foster parent was using a placed child's dresser to store her adoptive daughter's clothing. The Administrator stated that the Agency would follow-up with the concerns. The Administrator reported to OHCMD that the Agency social workers followed-up and the corrections were made.

#### **Recommendations:**

Teens' management shall ensure that:

4. The exteriors of the certified foster homes are maintained.
5. The common areas of the certified foster homes are maintained, including having ample seating for dining and that all appliances are safe and secure.
6. The children's bedrooms are maintained, including that children have adequate storage for belongings.

### **MAINTANANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**

Based on our review of 12 children's case files and/or documentation from the provider, Teens was in full compliance with seven of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

It was noted that there was no documentation that five of the children were progressing toward meeting their NSP goals; the initial NSPs for six children were not comprehensive in that the goals were not measurable or specific. None of the updated NSPs were comprehensive and the goals were not measurable or modified.

We also noted that Teens' social workers did not document monthly contacts with the DCFS CSWs.

The Administrator stated the Agency would provide training to Agency social workers in preparing the NSPs. Additionally, Teens' representatives attended the NSP training conducted by OHCMD in January 2012.

**Recommendations:**

Teens' management shall ensure that:

7. Children's progress in meeting their NSPs goals is documented.
8. Initial NSPs are comprehensive and include all elements.
9. Monthly contacts with the DCFS CSWs are documented in the NSPs.
10. Updated NSPs are comprehensive and include all elements of the NSP template.

**HEALTH AND MEDICAL NEEDS**

Based on our review of 12 children's case files and/or documentation from the provider, Teens was in full compliance with three of six elements reviewed in the area of Health and Medical Needs.

We noted that one child received initial and follow-up medical and initial dental examinations; however, the examinations were not timely. The Administrator stated that the Agency would make efforts to ensure the children receive timely examinations.

**Recommendation:**

Teens' FFA management shall ensure that:

11. All children receive timely initial medical examinations and documentation of examinations be maintained in the children's case files.
12. All children receive timely medical follow-up medical examinations and documentation of examinations be maintained in the children's case files.
13. All children receive timely dental examinations and documentation of examinations be maintained in the children's case files.

**PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

Based on our review of 12 children's case files and/or documentation from the provider, Teens was in full compliance with seven of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted the children are not encouraged and assisted in creating and maintaining their photo albums/life books. The Executive Director stated the Agency would purchase photo albums and distribute them to the certified foster parents.

**Recommendation:**

Teens' management shall ensure that:

14. Provide children with the opportunity to create and maintain photo albums/life books.

**PERSONNEL RECORDS**

Based on our review five staff personnel files, Teens fully complied with 13 of 14 elements in the area of Personnel Records.

We noted there was no documentation that four staff members had received the minimum one-hour training in the area of child abuse identification and reporting. The Administrator stated that training would be provided in this area to address the deficiency.

**Recommendation:**

Teens' management shall ensure that:

15. All staff members receive the minimum one-hour training in the area of child abuse identification and reporting as required per Title 22 Regulations and the FFA's program statement.

**PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT REVIEW REPORT**

**Objective**

Determine the status of the recommendations reported in the A-C's last monitoring review.

**Verification**

We verified whether the outstanding recommendations from the last Auditor-Controller's (A-C) report issued April 14, 2009 were implemented.

**Results**

The A-C's prior monitoring report contained nine outstanding findings. The A-C's report indicated that the Agency did not always ensure that staff adequately monitored the foster homes to ensure they complied with the County contract and CDSS Title 22 Regulations, foster parents adequately secured cleaning solutions and other items which could pose a safety hazard to the children, conducted disaster drills with children at the time of placement and at least every six months thereafter; ensured children had

the required amount of clothing and that children's clothing accompany them to the next placement. Further, ensure that NSPs contained all the required information including goals that were specific, measurable and attainable and indicated the reason child is in placement; NSPs were approved by the DCFS CSWs to implement the NSPs, quarterly reports for children who are 14 years and older include Emancipation Preparation Contracts and the Transitional Independent Living Plans; foster parent certification files contain all the required information and Teens management ensure that criminal clearances for all staff were timely.

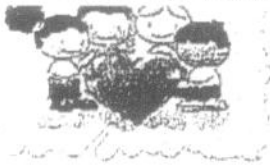
Based on our follow-up of these recommendations, Teens fully implemented 7 of 8 outstanding recommendations from the A-C's report of April 14, 2009. One recommendation is no longer applicable. Further corrective action was requested to address the one remaining recommendation.

Teens' management shall ensure that:

16. They implement the A-C's outstanding recommendation from their April 14, 2009 monitoring report regarding comprehensive NSPs.

#### **MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER**

A fiscal review of Teens Happy Home FFA has not been posted by the A-C.



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# TEENS HAPPY HOMES, INC.

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## Foster Family Agency

March 29, 2012

Greta F. Walters  
Children's Service Administrator 1  
Department of Children and Family Services  
Out-of-Home Care Management Division  
9320 Telstar Avenue, Suite 216  
El Monte, CA 91731

### RE: CORRECTIVE ACTION PLAN FOR THE 2011 ANNUAL COMPLIANCE REVIEW.

#### I. LICENSURE/CONTRACT REQUIREMENTS

6. Is the FFA paying WFFH CFPs required supplemental payments?

N/A

#### II. CERTIFIED FOSTER HOMES

12. Did prospective certified foster parents receive all the pre-certification and/or initial training required PRIOR to being certified?

All prospective certified foster parents will receive PS-MAPP training complement of 30 hours prior to becoming certified and having any child placed in their home. To insure that this is accomplished, the PS-MAPP trainer will maintain signed training attendance records for all ten (10) training sessions in order to document that each prospective certified foster parent has successfully completed all required training.

18. Do additional adults who reside in the home (adult children of foster parents, other family members) and baby-sitters, have all the necessary information in the certified foster parent's file? (i.e., criminal clearances, valid driver's license, auto insurance, etc.)

To insure that all additional adults who reside in the homes (adult children of foster parents, other family members and baby-sitters) have the necessary information in the certified foster parent's file, the Administrator verifies all documentation of additional adults prior to certification of the foster parent. No prospective foster parent will be certified prior to furnishing all necessary information (i.e., criminal clearances, valid driver's license, auto insurance, etc.) for all adults who reside in the home, as well as for baby-sitters.

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## TEENS HAPPY HOMES, INC.

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### III. FACILITY AND ENVIRONMENT

**20. Are the exterior and the grounds of the certified foster home well maintained? (Front and back yards clean, and adequately landscaped; condition of home exterior, drives, walkways and fences; window screens)**

The ASWs will check the home, grounds and property on a quarterly basis using a Home Inspection tool (Attachment A) to ensure that all inspections are consistent. The ASWs will also visually inspect the home, grounds and property twice monthly during their regular home visits, with results noted on the Case Activity Log. The Social Worker Supervisors will complete the formal, Annual Recertification Home Inspection (Attachment B), and the Annual Foster Parent Recertification Assessment (Attachment C), yearly. To ensure ongoing compliance, the Social Worker Supervisors will complete unannounced home visits in 5% of the Agency's Certified Foster Homes on a monthly basis.

**21. Are common quarters well maintained? (Clean/sanitary; neat; comfortable; adequate lighting, window coverings, and storage space; beds, mattresses, furniture, flooring; full complement of linens on beds, age-appropriate decorations; and appropriate sleeping arrangements)**

ASW checks the home, grounds and property on a quarterly basis using a Home Inspection tool (Attachment A) so that all inspections are consistent. ASW also visually inspects the home, grounds and property twice monthly during their regular home visits, with results noted on the Case Activity Log. Social Worker Supervisors complete the formal, Annual Recertification Home Inspection (Attachment B), and the Annual Foster Parent Recertification Assessment (Attachment C), yearly. Social Worker Supervisors also complete unannounced home visits in 5% of the Agency's Certified Foster Homes on a monthly basis.

**22. Are children's bedrooms well maintained? (Clean/sanitary; neat; comfortable; adequate lighting, window coverings, and storage space; beds, mattresses, furniture, flooring; full complement of linens on beds, age-appropriate decorations; and appropriate sleeping arrangements)**

ASW checks the home, grounds and property on a quarterly basis using a Home Inspection tool (Attachment A) so that all inspections are consistent. ASW also visually inspects the home, grounds and property twice monthly during their regular home visits, with results noted on the Case Activity Log. Social Worker Supervisors complete the formal, Annual Recertification Home Inspection (Attachment B), and the Annual Foster Parent Recertification Assessment (Attachment C), yearly. Social Worker Supervisors also complete unannounced home visits in 5% of the Agency's Certified Foster Homes on a monthly basis.

## TEENS HAPPY HOMES, INC.

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### IV. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

#### **31. Are the placed children progressing toward meeting the Needs and Services Plans case goals?**

To insure that placed children are progressing toward meeting the Needs and Services Plans case goals, Supervising Social Workers have attended and completed training provided by Department of Children and Family Services (DCFS) and Community Care Licensing (CCL) on "Needs and Services Plan Training." At the April 09, 2012 Social Workers Staff Meeting, the Supervising Social Workers will provide a comprehensive training for all Agency Social Workers on the Needs and Services Plan to ensure that all Agency Social Workers are able to identify and set appropriate, measurable and attainable goals for each child on their caseloads. All Agency Social Workers will provide each placed child with his/her case goals, and will lead the treatment team as the placed child works toward achieving those goals which have been set for him/her. The Supervising Social Workers will read and approve each Needs and Services Plan to ensure that the goals which are set for placed children are appropriate, measurable and attainable.

#### **33. Did the treatment team develop comprehensive initial Needs and Services Plans (NSP) with the child?**

To insure that the treatment team develops comprehensive initial Needs and Services Plans with the child, Supervising Social Workers have attended and completed training provided by Department of Children and Family Services (DCFS) and Community Care Licensing (CCL) on "Needs and Services Plan Training." At the April 09, 2012 Social Worker Staff Meeting, the Supervising Social Workers will provide a comprehensive training for all Agency Social Workers on the Needs and Services Plans to ensure that all Agency Social Workers are able to identify and set appropriate, measurable and attainable goals for each child on their caseloads. All Agency Social Workers will provide each placed child with his/her case goals, and will lead the treatment team as the placed child works toward achieving those goals which have been set for him/her. The Supervising Social Workers will read and approve each Needs and Services Plan to insure that the goals which are set for placed children are appropriate, measurable and attainable.

#### **36. Are DCFS CSWs contacted monthly and are the contacts appropriately documented?**

All ASWs shall maintain regular, monthly contact with each child's CSW on their caseload via email, telephone and written communication. These contacts shall be appropriately documented in the Needs and Services Plan of each child. Copies of all emails and written communication shall be maintained in CSW Contact Log of each placed child's file. All telephone and in-person contact shall be properly documented with ASW's signature on CSW Contact Logs.

#### **38. Did the treatment team develop comprehensive updated Needs and Services Plans with the child?**

To insure that the treatment team (ASW, CFP) develop comprehensive, updated Needs and Services Plans with the child, the ASW will meet with the child and CFP at least quarterly to identify appropriate, measurable and attainable goals for the upcoming quarter. All previously

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Identified goals will be assessed on a quarterly basis to determine if they remain appropriate or if they have been successfully attained by the child.

### **V. EDUCATION AND WORKFORCE READINESS**

No deficiencies in this section.

### **VI. HEALTH AND MEDICAL NEEDS**

#### **47. Are initial medical examinations timely?**

To insure that all medical examinations are given timely, two (2) days after initial placement of a child the Intake Coordinator will call the foster parent to ascertain whether the medical exam has been scheduled and completed. Should the medical examination not have been completed within that time frame, the Intake Coordinator will notify the Administrator, who will in turn follow up with the Supervisor, who will contact the foster parent and schedule the examination immediately.

#### **48. Are required follow-up medical examinations conducted timely?**

To insure that all follow-up medical examinations are conducted timely, the Intake Coordinator will call the foster parent to ascertain whether the follow-up appointment has been scheduled and completed. Should the medical examination follow-up appointment not have been completed within the appropriate time frame, the Intake Coordinator will notify the Administrator, who in turn will follow up with the Supervisor, who will contact the foster parent and schedule the examination immediately.

#### **50. Are dental examinations timely?**

To insure that all dental examinations are given timely, ten (10) days after initial placement of a child the Intake Coordinator will call the foster parent to ascertain whether the dental exam has been scheduled and completed. Should the dental examination not have been completed within that time frame, the Intake Coordinator will notify the Administrator, who will in turn follow up with the Supervisor, who will contact the foster parent and schedule the examination immediately.

### **VII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL BEING**

No deficiencies in this section.

### **VII. PSYCHOTROPIC MEDICATION**

No deficiencies in this section.

### **VIII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL BEING**

No deficiencies in this section.

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### IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

#### 74. Does the CFP encourage and help children to update a life book or a photo album?

To insure that CFPs encourage and help children to update a life book on a regular basis, the Agency provided foster parents with Life Books for each placed child at the March 20, 2012 Certified Foster Parent Meeting. For those Certified Foster Parents not in attendance at that meeting, Life Books will be provided by ASWs during their regular home visits. ASWs will check the Life Books on a monthly basis during their regular home visits to insure that the Life Books are being updated regularly.

### X. DISCHARGE CHILDREN

No deficiencies in this section.

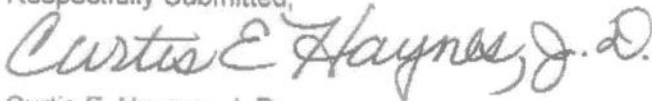
### XI. PERSONNEL RECORDS

#### 87. Have appropriate employees received minimum of one-hour training in the area of child abuse identification and reporting?

To ensure that all appropriate employees received a minimum of one-hour training in the area of child abuse identification and reporting, the Administrator provided training on this topic during the Social Worker staff meeting on March 26, 2012 (Attachment D). All new Social Worker staff will receive this training as part of their Agency Orientation upon hire.

Thank you for your assistance and cooperative with this Corrective Action Plan.

Respectfully Submitted,



Curtis E. Haynes, J. D.  
Administrator